



January 3, 2021

Positive signs that outbreak measures are limiting outbreak and enhancing resident care

Today, there continues to be positive signs that the outbreak measures and management processes put in place over the last nine (9) days since the Voluntary Management Agreement was signed with North York General (NYGH) are limiting the outbreak and helping to ensure the safety and care of residents.

Staffing - Current State

Staffing at the long-term care home continues to be above baseline today and there are additional staff in a number of areas to provide enhanced and more intensive care to residents. Physician staffing is very good today with the additional family physicians and specialists from North York General (NYGH) and other areas in the home.

COVID-19 Cases - as of January 3, 2021 at Tendercare LTC Home

For the fourth consecutive day there are no new COVID-19 cases for residents or for staff which indicates that the transmission in the home is being controlled. While the lack of both new lab-confirmed cases and new symptomatic residents is certainly positive, it is possible that additional cases may be detected when the next prevalence screening is undertaken tomorrow. We will obviously update you with any new information we receive.

As of today, 55 residents have resolved cases, up from 43 yesterday. Resolved means that it has been 10 days since the lab test confirming COVID-19 and the individual is no longer showing COVID-19 symptoms. Currently there are 64 active resident cases in the home.

Today, 64 staff also have resolved cases and 34 staff have COVID-19. So far, 20 staff have returned to work with more anticipated in the coming days.

Since yesterday, we are sad to report that two (2) residents have passed away from COVID-19. The total number of individuals who have died from COVID-19 during the outbreak is 62.

Communications and Connecting with Residents

Physicians and other clinical staff at Tendercare continue to call the designated family members/POAs with updates about their loved ones' situation and care plan. Family calls to the *COVID-19 Family Support Line* established last week are being returned within 24 hours.

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